INTERAGENCY FOREIGN SERVICE NATIONAL POSITION DESIGNATION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 3 FAH-2 H-400

1. POST	2. AGENCY	3. POSITION NO.
Abidjan, Cote d'Ivoire	USAID	

4. REASON FOR SUBMISSION

☐ a. Reclassification: This position replaces

Position(s) No. _____ , _____ (Title), _____ (Series) _____ (Grade)

No. _____ , _____ (Title), _____ (Series) _____ (Grade)

☐ b. New Position –

☐ c. Other (explain).

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date
a. Post Classification Authority				
b. Other USAID EXO	Computer Management Assistant, FSN-1805	FSN-09		
c. Recommended by Initiating Office	Computer Systems Manager, FSN-1805	FSN-9 or 10		

6. POST TITLE OF POSITION (if any)	7. NAME OF EMPLOYEE
Computer Systems Manager	

8. MISSION OR OFFICE	c. Third Subdivision
USAID/Cote d'Ivoire	**N/A**

a. First Subdivision	d. Fourth Subdivision
Executive Office	**N/A**

b. Second Subdivision **N/A**	e. Fifth Subdivision **N/A**

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position
_____ _____ Signature of Employee Date	_____ _____ Signature of Local Supervisor Date

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate Foreign Service National Handbook, Chapter 3 FAH-2 H-400 standards.
_____ _____ Signature of American Supervisor Date	_____ Signature of Administrative, HR, or Executive Officer Date

13. BASIC FUNCTION OF POSITION
See attached:

14. MAJOR DUTIES AND RESPONSIBILITIES
See attached:

(continue on blank sheet)

POSITION DESCRIPTION FOR: Computer Management Assistant, FSN-1805

13. <u>BASIC FUNCTION</u>:

The Computer Management Assistant is directly responsible for the day-to-day management and operation of all Information Technology resources in USAID/Cote d'Ivoire. The Assistant supports three USAID Offices - the USAID Development Counselor (DC), Health Office, and OTI offices. The Assistant is responsible for all computer operations and support of applications systems; installation, maintenance, and repair of all hardware; training; telecommunications; word processing; systems development; and, USAID/Cote d'Ivoire Internet Web site design, development, and management. The Assistant is responsible for material, program, and organization of the USAID/Cote d'Ivoire computer systems, and the automation program. The Assistant is responsible for writing and debugging computer programs, when required. The Assistant advises USAID/Cote d'Ivoire management on the selection, procurement, and distribution of equipment and software within the Mission. The Assistant has responsibility for interfacing with vendors, USAID/Cote d'Ivoire implementing partners (IPs), USAID/Washington and non-USAID organizations, and for assisting USAID/Cote d'Ivoire users in all automation matters. The position requires a broad and comprehensive knowledge of Information Technology – including LAN/WAN management, computer hardware and software, a good knowledge of PC operating systems, Windows XP 7, Server 2003, 2008, Linux, telecommunications, E-mail, and knowledge of software for Web-page design, development, and maintenance. The Assistant must have strong technical, communications, and interpersonal.

14. <u>DUTIES AND RESPONSIBILITIES</u>:

a. Technical Duties – 70%

The Computer Management Assistant serves as manager of all USAID/Cote d'Ivoire computer operations. The Assistant is responsible for installation and integrity of computer systems, establishing security controls for protection of records and files that are not for general information use, backing up system programs and data files, and providing continuing operational hardware and software support for all computer users; interface with outside service engineers and maintenance personnel, to ensure equipment is properly maintained and operating; managing the expanded use of equipment to simplify workflow, and establish priorities when conflicts occur; and, maintaining a supply of spare parts and inventory of computer related non-expendable property.

The Assistant is responsible for ongoing computer operations, including a LAN and PC environment utilizing complex databases, integrated software, and telecommunications; and, the proper powering up/down of all equipment, scheduled and non-scheduled system backups, and initiating telecommunications programs, as required, ensuring the effective operation of all central USAID/Cote d'Ivoire and alternate USAID/Cote d'Ivoire site system hardware/software, as well as peripheral devices throughout USAID/Cote d'Ivoire, and adherence by users to the overall Mission Computer Utilization Policy as

delineated in Mission Orders, USAID Policies and Procedures, and other documentation. The Assistant functions as administrator of the LAN/WAN, and ensures maximum system performance is achieved and backup of network data is accomplished regularly; expands the existing network, as required, by installing more servers, adding more workstations, and installation of server software upgrades and patches; reports systems problems to USAID/Washington/CIO for tracking and resolution; ensures Agency standards are met and maintained throughout the Mission IT infrastructure; connects with the worldwide USAID network; manages services, and user, group, printer, and network security; and, maintains responsibility for installation and configuration of all network hardware components, to include concentrators, switches, scanners, printers, VSAT satellite communications dish, monitoring of bandwidth availability and use, facilitating internet email minimizing disruptions, TCP/IP, CD Servers, and other shareable devices on the network.

The Assistant supports complex computer-based applications developed by USAID/Washington, other Missions, and other USG agencies; and, assists users when necessary, installs or supervises the installation of new applications and subsequent updates, and provides performance tuning of software and hardware to ensure maximum efficiency of systems throughput, disk storage utilization, and user response times.

The Assistant provides maintenance and repair of hardware and software, to include contacting USAID/Washington, vendors, other Missions, and other USG agencies: provides highly-skilled troubleshooting of technical problems, and exercises independent judgment to determine whether contracts with vendors should be used; schedules maintenance, including preventive maintenance, with vendors, as required, and advises management and Mission staff on maintenance needs and schedules to ensure critical USAID/Cote d'Ivoire computer operations are not disrupted. The Assistant maintains manual and automated logs and records of all maintenance activities, and submits periodic reports to USAID/Washington on the installation and maintenance of all hardware at USAID/Cote d'Ivoire; and, prepares reports related to automatic data processing (ADP) required by the Mission and by USAID/Washington.

The Assistant provides training, personally or by contract, to all USAID staff, as required. Training is provided to individuals and/or groups, based on an assessment of needs (e.g., familiarization training for new employees, or training for all Mission staff upon mission-wide systems changes). The Assistant assures training programs and materials developed are adequate for the needs of users, and TDYers on the use of Mission hardware and software.

b. Management Responsibilities – 30%

The Computer Management Assistant is responsible for strategic planning of USAID/Cote d'Ivoire IT requirements, to keep up with a changing work environment. The Assistant identifies training requirements to ensure staff has the necessary skills to meet Mission IT requirements; coordinates telecommunications services; maintains responsibility for computer systems security, including planning and implementation of

IT physical security programs for USAID/Cote d'Ivoire equipment and sites; and, incorporates security features into network software to prohibit access by unauthorized personnel through management of vendor security features, application enabled features, and virus detection programs cooperating with USAID/Washington/CIO.

The Assistant analyzes and advises USAID/Cote d'Ivoire Management in the selection, procurement, and utilization of automation hardware and software; recommends configurations to meet operational demands; reviews Cote d'Ivoire USAID office functions for possible automation, investigating new advanced technologies to increase workforce or server system productivity; maintains records relating to procurement and receipt of hardware and software, and assembly and installation of systems and software; and, executes and maintains all required reports and system logs.

Performs other duties as assigned or required.

15. <u>QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE</u>:

a. Education: Completion of education or training resulting in a baccalaureate degree, or the host-country academic equivalent, in the fields of computer science, information systems management, electronics engineering, or equivalent, is required.

b. Prior Work Experience: A minimum of five years of progressively responsible work of a program, technical, or administrative nature, with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.

c. Post Entry Training: Training in SQL Server Administration, Windows 2000/2003, and G-Mail and Mail Services training; and training in USAID-unique computer systems will be provided virtually or through USAID/Washington, or computer systems training facilities locally or in the region, as offered, and subject to the availability of funds.

d. Language: Level IV English and French fluency is required for analyzing and drafting written documentation and formal communication, and to work with overseas and local vendors and computer professionals.

e. Job Knowledge: A basic understanding of USG policies, procedures, internal controls and reporting requirements, or the ability to quickly gain such understanding of USG policies, is required. Thorough knowledge of computer equipment operations; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications, and management advisory services; comprehensive knowledge of systems analysis and design techniques; and, Mission and Agency automation policies is required. The work requires knowledge of at least two computer-programming languages, and a working knowledge of Microsoft Office suite and Windows System Administration.

f. Skills and Abilities: The Assistant must be able to work independently; must have good technical skills to troubleshoot, diagnose, and resolve complex hardware and software problems to maximize the capabilities of USAID/Cote d'Ivoire computer and telecommunications resources; have an understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs; and, possess good interpersonal skills to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services.

Ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components, to determine capability to meet support requirements is required. The Assistant must have the ability to articulate significance of management decisions with computer systems and system requirements to managers, in order to obtain support for actions that will enhance automation and/or effective management of computer resources; to balance workload demands between central system and individual user requirements; to relate USAID/Cote d'Ivoire organization, functions, and mission to the computer system's terms of reference, e.g. priorities for automation, an interrelationship of different applications programs to USAID/Cote d'Ivoire operations, etc.; to manage and coordinate support services from variety of contractors; to write and debug complex computer programs using at least two computer programming languages; to design, implement, and maintain LAN and PC configurations; and, to teach software programs to USAID staff.

16. **POSITION ELEMENTS:**

a. Supervision Received: The Computer Management Assistant operates with a high degree of independence, and reports directly to the Executive Officer (EXO) who establishes basic parameters of work and determines priorities and deadlines in terms of policy, priorities, results to be achieved, and basic approaches. Assignments are made orally and in writing. Routine and reoccurring work is reviewed on a periodic test basis, while task-oriented work is reviewed as completed.

b. Available Guidelines: USAID Handbooks, the ADS, FAM, Mission Orders related to USAID operations and administration, vendor and manufacturer hardware and software manuals, training and reference materials, and consultation with USAID/Washington/IRM; and computer systems operations and management literature. Guidance is often incomplete and requires interpretation to USAID/Cote d'Ivoire work situations.

c. Exercise of Judgment: The Assistant is expected to exercise professional judgment within parameters established by the supervisor, and to apply prescribed guidelines effectively and independently to the work. Considerable judgment is required in the analysis of hardware and software requirements, in determining which procedures are suitable for automation, in providing advice and assistance to managers, etc. Significant independent judgment is also required to balance equipment needs against budget constraints and competing priorities.

d. Authority to Make Commitments: Based on sound knowledge of local software applications and hardware, the Assistant has the authority to make commitments for the repair of hardware and the interruption of system use. The Assistant decides what supplies, software, peripherals, and hardware replacements must be procured, and schedules all (ADP) system installation and downtime.

e. Nature, Level, and Purpose of Contacts: The Assistant deals effectively with all levels of personnel in USAID/Cote d'Ivoire, and in USAID/Washington/IRM. The Assistant must be able to develop effective relationships with local hardware and software service representatives, and vendors in the US to ensure quick response at minimum cost on service requests, warranty replacements, and on upgrades; and, must be able to communicate effectively with all users and with a variety of contractors.

f. Supervision Exercised: Continuing supervision of USAID Cote d'Ivoire staff is not contemplated.

g. Time Required to Perform the Full Range of Duties: Six months to one year.